



**CONSUMER
& INDUSTRY
SERVICES**

*"Serving Michigan...
Serving You"*

e-DISCUSSIONS

VOLUME 34 - November 6, 2003

From the Director *by David C. Hollister*

Since the Governor's Executive Order creating the new Michigan Department of Labor & Economic Growth, my mailbox has been overflowing with comments and questions from our team members. This is to be expected since we are making a major transition, therefore I decided to devote my entire column to answering your questions. Let's open the mail...

Q. Does this transition mean that we will be ordering all new letterhead? If so, what are we to do with the old letterhead? M.C.

A. The new Michigan Department of Labor & Economic Growth name is not to be used publicly until we are officially open for business on Monday, December 8th as a new department. Our technical employees will create letterhead templates for you to use after this date. We also encourage all DLEG bureaus and offices to continue to use the remaining letterhead and brochures that is in stock. As with previous transitions, you may cross off old names and add new - or if it's easier, make labels to cover the outdated information. The public understands, and I'm sure appreciates the fact that we are saving tax money by using our remaining supplies. 😊

Q. I currently work for the Department of Career Development. Since our department will be abolished, does this mean that I will be out of a job? How do I know that I will have a job once the executive order has been passed? Anonymous

A. We do not anticipate there will be a loss of jobs as a result of the creation of the new department. The new department combines the functions of the former Departments of Consumer and Industry Services (CIS) and Career Development, although some functions that better match the core missions of other state departments have been transferred out of DLEG. By eliminating overlap and duplication of some functions and enhancing the power of others, the new department allows the state to spend taxpayer dollars more efficiently. 😊

Q. Why are the Commission for the Blind, the Commission on Disability Concerns, and the Advisory Council on Deaf and Hard of Hearing not moving to one of the new Health areas? That would seem to be a better fit than where they are in your plan. R.B.

A. Like all Michigan citizens, persons with disabilities are particularly interested in developing job skills, finding high-quality jobs and developing new employment opportunities. Those goals can be met by ensuring that the Council and commissions are aligned with other state job development functions. 😊

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David C. Hollister

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D. C. Hollister



Director Hollister Column continued...

Q. Thank you for having the vision and courage to create the new Department of Labor & Economic Growth by aligning departments with like departments that will benefit all the citizens of MI! Yahoo! for all businesses, industries, workers, job seekers, state employees, and children to ensure a safe and successful future! K.F.

A. I'm glad you're as excited as I am by this opportunity. The new department allows the state to be more nimble and aggressive in job development, attraction and support. The goal is also to establish a strong link between the state's chief job "recruiter" - the MEDC - and the state's workforce development functions. DLEG will serve as a "one-stop" shop for business creation and business development - streamlining permitting functions; offering job force development tools; and extending incentives to locate and expand businesses in one place. 😊

Q. I'd like to welcome you as the new Director. What is the dress code for the new department - specifically can blue jeans be worn? Anonymous

A. Thank you for your welcome and I am delighted to be here. At this point, CIS does not have a uniform dress code for the entire department. However, each Bureau Director has the authority to determine the dress code that best suits their unit/Bureau based on the duties the individual performs as well as the responsibilities of the unit or Bureau. While jeans may be appropriate for some units; jeans would definitely not be appropriate for everyone. 😊

Q. In light of the current health care crisis facing this state, regarding obesity, eating disorders and their associated skyrocketing health care costs, I do not understand why we are rewarding employees with food, i.e. "goodie bags" for recognition of a job well done. I would like to see you implement some healthy alternatives, like maybe a gift certificate towards membership in a fitness club, or tickets to see a movie, concert or play, or even a gift certificate from a sporting goods store. The "CIS Salutes" section of the newsletter is an excellent way of recognizing your employees. Anything that does not "reward with food" is a step in the right direction. J.G.

A. The purpose of the goodie bags is to provide an opportunity to shine the spotlight on some of our outstanding employees (see our latest recipients on pp. 4-6). Because of budget limitations, the bags are paid for in part by the CIS Fun Committee, which raises funds to help make the workplace more fun. In addition to candy and popcorn, the bags contain a few non-food items to make the recipients smile. We appreciate your suggestions on some affordable alternatives to include in the bags. The goodie bag recipients will be invited at a future date to meet with me as a group so I can say "thank you" in person. If you know of anyone who deserves special recognition for a job well done, please fill out the form on page 4 and give it to your bureau director. 😊

Q. I just wanted to let you know that I really appreciate the opportunity to vote for the department logo. It really touched me. Although it might seem like a small thing to someone outside of state government, it is important to me, and probably to many other state workers. Our department logo may appear on our business cards, stationery, publications and many other things that represent our work. Thanks for giving me the opportunity for input. I stumbled on this form [A Note to the Director] accidentally while looking for your email address.

A. Thank you for voting for your favorite logo. The new logo design will be unveiled Dec. 8th on our first day of business. I'm glad you found the "A Note to the Director" form on the website. I enjoy reading everyone's comments, questions, and suggestions. Anyone who wishes to email me can do so by visiting <http://www.michigan.gov/cis> and clicking on the David C. Hollister Biography, then "A Note to the Director Hollister." You can include your name or remain anonymous, whichever you prefer. 😊



CIS/MDCCD Represented at Breast Cancer Walk

Carolyn "Sparky" Hutting, assistant to CIS Director David C. Hollister, organized a team for the American Cancer Society's "Making Strides Against Breast Cancer" in remembrance of her friend, Connie Shorter. The walk-a-thon fundraiser is held in October, which is National Breast Cancer Awareness Month. The team (which is pictured above and below) included: Kelly Adams, Melissa Amin, Jeannine Benedict, Jean Bovin, Barb Campbell, Kate Cook, Teri Cook, Diane Courtier, Maura Dewan, Karin Eirosius, Karen Flagg, Patty Gamin, Donna Holberg (with daughter Jessica), Deegan Hutting, Lori Hutting, Matt Hutting, Patrick Hutting, Sparky Hutting, Kathleen LaFleur, Wendy Menosky, Claudia Perry-St. Andre, Jennifer Pickard, Roseanne Renauer, G. Yvette Robinson, Amy Vallier.



A team from MDCCD-Rehabilitation Services also attended the walk including: Laurie Stallworth, Cathy Hulett, Rayla Brown, Johanna White, Cathy Taylor, Dorothy Jackson, and Bobbie Ranke.



The team shows off their t-shirts, which read "LEGs Walking for Connie" in memory of Connie Shorter, a friend of team leader Carolyn "Sparky" Hutting.



Across CIS

Here Are Our First "Special Delivery from the Director" Recipients!

Know of an employee who has gone above and beyond their job to help a peer or citizen? Nominate them for a "Special Delivery from the Director." Fill out the form below and submit it to your Bureau Director for consideration for this new recognition program for Director Hollister to express his appreciation to staff. Recipients receive their photos in the newsletter and a goodie bag sent by Director Hollister. Recipients selected will be invited to a meeting with Director Hollister in the future. Check out the following pages to see recent recipients recognized for doing a great job!



Above, CIS Office of Media Technology Director Dave Callanan presents a "Special Delivery from the Director" to Ardis Cazeno of the Department of Career Development." Ardis is division director of Labor Exchange Services. She was nominated for all her extra effort and assistance with the pilot episode of the re-launched Job Show. Ardis also went above and beyond the call with exemplary "the show must go on" spirit by appearing on a show and handling a topic solo when her co-star had to cancel at the last minute. She has had a positive and enthusiastic attitude from the start.

"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:



Name of Nominee	
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Please return via ID Mail to: CIS Media Office, 611 W. Ottawa Street, 4th Floor, Lansing, MI 48933
or fax: 517.241.1580.



Thomas Receives A Special Delivery for Coordinating Major Move to Ottawa

Al Pohl, Finance & Administrative Services Acting Director presents “A Special Delivery from the Director” to Dave Thomas, Property Specialist for the Office Services Division for “coordinating and successfully getting staff and equipment moved to the 4th Floor Ottawa Building.” This major project involved the CIS Director’s Office, Media, Office of Policy & Legislative Affairs, Energy Office, Internal Audit, FOIA, Human Resources, Boundary Commission, and Finance & Administrative Services.

Four BFS Employees Receive A Special Delivery

Four Bureau of Family Services employees recently received “A Special Delivery from the Director.” Here are excerpts of what BFS Interim Director Irma Zuckerberg said about these nominees:

Dana Trierweiler - Dana is a very hard worker. Dana has excellent work ethics. She is always putting in 110% effort towards her job. She does her job and does it well and always has a smile on her face as well as in her voice when she answers the phone. She is a real joy to work with.

Miriam “Mindy” Bullock - I have seen Mindy create the Disciplinary Action Division and make it into a highly organized and efficient unit that not only gets the job done, but gets it done correctly. Her knowledge of the law has been invaluable. She has taken a huge load off from the area managers and consultants. Her work is greatly appreciated.

Christina Drake - Chris is the supervisor for the original section of the licensing division. When the supervisor for the renewal section left for family medical leave, Chris stepped in and is currently running both units. Plus she is a vital step in the review process of the background checks for applicants applying for licensure. If she doesn't know the answer to a question, she will find out and get right back with an answer. I have seen Chris take chaos and make it organized. She restructured the filing system for pending applications and renewals into a more logical order. She is always on top of what's going on in her unit and answers questions promptly. She is always friendly & helpful, cool, calm & collected.

Suzanne Bancroft - Sue came to work for us at a time of major changes and transitions. She has learned quickly, and has enabled the staff she supports to focus on what needs to be done. Sue has made great suggestions to improve services, and she does so with a smile!



Bureau of Family Services Interim Director Irma Zuckerberg (center) holds the nomination forms she submitted to Director David Hollister for the “Special Delivery from the Director.” BFS recipients are (from left) Dana Trierweiler, Miriam “Mindy” Bullock, Christina Drake and Suzanne Bancroft.

Want to \$hare Money \$aving Tips?

CIS employee Norene Lind invites co-workers to meet to share money saving tips.

Who: "First Tuesday Frugal McDougals Club" for CIS employees

What: New group will discuss ways to save money in our personal lives

Where: Ottawa Building cafeteria; Upper Level

When: 12-1pm - The first Tuesday of each month

Why: It is not what happens to each of us that is important; rather, it is how we choose to perceive and respond to what has happened. As one can choose to respond to current budgetary events angrily, one can also choose to put anger aside and take proactive steps to solve the budgetary problems in our own personal lives.

The purpose of this group is to generate and share creative ways in which CIS employees can save money in our personal lives. Attendees should bring a bag lunch (which saves money) and some money saving tips to share with the group.

Lind said, "I am no Suze Orman (author of "The Road to Wealth"); nor do I yet possess the frugal ways of Amy Dacyczyn (author of "The Tightwad Gazette"). But I am a fan of both creative mindsets, and would be thrilled to get this group off the ground. Come join me."



Health Services Bureau Director and Communications Assistant Surprised with Special Delivery for a Job Well Done

Bureau of Health Services Director Melanie Brim and Communications Assistant Deb Lintemuth (center) were surprised with "A Special Delivery from the Director" goodie bags. Brim nominated Lintemuth, but little did Brim know when she made the presentation that she too had been nominated by managers on her team, who were represented by Rae Ramsdell (far left) and Bob Kunkle (far right).

Deb was nominated by her Bureau Director for doing a great job "processing an increased number of Information Sales Requests from local health departments related to bioterrorism, West Nile and other mailings. She recently received a very complimentary letter from Dr. Jurczak, Interim Medical Director of the Ingham County Health Department."

Melanie's managers felt she deserved special recognition as well and wrote "she has enriched the lives of the managers and staff with her openness. Many Board members have complimented her on the attitude change in their contacts with her and the Bureau. Many of the Associations have also expressed their appreciation. She deserves recognition for her efforts."

Congratulations!



Join the Second Annual Capitol Cup Challenge in the State Employees Combined Campaign

Who: All State of Michigan employees are invited to join the challenge. Each department has been divided into two divisions (shown below), those with more than 1000 employees and those with less than 1000 employees.

What: A chance to win the cup challenge and be a "Partner In Caring" for your community.

Where: At work. Decide to participate in the SECC by making your pledge AND getting your friends and co-workers to participate. The SECC Capitol Cup is awarded to the leader in each of two divisions that has the largest per capita gift (the average gift based on the total number of employees in a department). The department with the most improved rate of participation is also a winner.

How: Submit your pledge form or go on-line <http://www.misecc.org>.

Why: For department bragging rights and thousands of dollars raised to add value to our communities. Everyone is a winner! A beautiful traveling silver bowl will be awarded to each division winner. Winning departments receive an engraved replica of the silver bowl as a memento of their success. A replica silver bowl will also be awarded to the department with the most improved rate of participation.

Capitol Cup Competitors

PLATINUM DIVISION (under 1000 employees): Office of the Governor, Agriculture, Attorney General, Auditor General, Career Development, Civil Rights, Civil Service, Economic Development, Education, History Arts and Libraries, House Fiscal Agency, House of Representatives, Legislative Service Bureau, Lottery, MSHDA, Military and Veterans Affairs, Senate, Senate Fiscal Agency

DIAMOND DIVISION (over 1000 employees): Community Health, Consumer and Industry Services, Corrections, Environmental Quality, Family Independence Agency, Information Technology, Judiciary, Management and Budget, Natural Resources, State, State Police, Transportation, Treasury

Contributions will be counted in the department of record as of December 31, 2003.

Congratulations to the 2002 "Partners in Caring" Capitol Cup Winners:

Platinum Division Winner - Senate Fiscal



partners in caring
State Employees Combined Campaign
State of Michigan

Agency with a per capita gift of \$353.12

Diamond Division Winner - Dept. of Treasury with a per capita gift of \$56.29

Most Improved (largest increase in rate of participation) Winner - Legislative Service Bureau.

American Red Cross Blood Drive

**American Red Cross Blood Drive
Schedule for the
Ottawa Building in Lansing
Contact Lori Parr @ 517-373-3489**

Nov 14, 2003
Jan 9, 2004
March 5, 2004
April 30, 2004
June 25, 2004

**American Red Cross Blood Drive
Schedule for OPS bldg on Parsons Dr. at
Secondary.
Contact Leta Seymour @ 517-636-4683**

Dec. 2, 2003
Jan. 27, 2004
March 23, 2004
May 18, 2004



CIS Volunteers to Help Build "Governor's State of Michigan House" in Detroit for Single Father

Nineteen CIS/MDCD employees worked with Governor Jennifer M. Granholm on the "Governor's State of Michigan House" for the Habitat for Humanity Detroit Blitz Build 2003 in September.

Over the course of the Blitz Build week, a total of 120 state employees, 20 per day, volunteered. The "Governor's State of Michigan House" was built for Winifred Jones and his three children. He is the first single father selected to be a recipient of a Habitat for Humanity Detroit house.

"When we asked for volunteers we were literally overwhelmed by hundreds of employees stepping up to the challenge. We narrowed the list down to 22 in order to create the most efficient and effective team since time is of the essence in the Blitz Build," Hollister said. "I am proud to say our state employees' philosophy is that serving the citizens of Michigan goes far beyond the workplace - it's a 24 hour a day job. We are thrilled to be a part of this project to help Mr. Jones and his family make a dream of homeownership become a reality."

Masco Corporation has partnered with Habitat for Humanity to sponsor the "Governor's House." Gov. Granholm will, in turn, rename it the "Governor's State of Michigan House" and dedicate the building of the house to the State of Michigan and the employee volunteers. First Gentleman Daniel G. Mulhern, who is also working on the construction, will participate in the house blessing ceremony with the homeowner and Habitat for Humanity representatives.

"This is such a great opportunity for me and other state employees to give back to the community and to make a difference in the life of a Michigan family," Granholm said.

During the week, families, sponsors, and volunteers helped build 16 houses on one city block. The families purchase the homes through zero percent-interest mortgages to help provide better lives for themselves and their families.



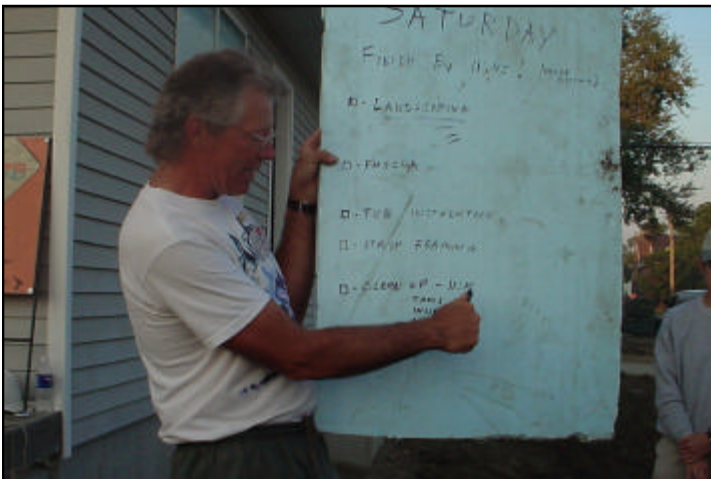
Dan Dykstra, Bureau of Construction Codes & Fire Safety, was one of 19 Habitat for Humanity volunteers from CIS.

CIS Habitat for Humanity Volunteers:

- **James Kehrer**, Department of Career Development.
- **Kimberly Taylor**, Hearings
- **Ann Marie Cardenas**, Workers' & Unemployment Compensation
- **Michele Whitmore**, Michigan State Housing Development Authority
- **Deborah Hughes**, Department of Career Development
- **Tamika Hale**, Michigan State Housing Development Authority
- **Tony Kairis**, Safety & Regulation
- **Sharman Cross**, Safety & Regulation
- **Edward Ewell**, Family Services
- **Joseph Campbell**, Commercial Services
- **Patricia Fronta**, Michigan Public Service Commission
- **Andrea Stolicker**, Safety & Regulation
- **Robin Spaulding**, Safety & Regulation
- **Richard Pennings**, Michigan State Housing Development Authority
- **Maura Campbell**, Media Relations & Communications
- **Charles Lorish**, Safety & Regulation
- **Daniel Dykstra**, Construction Codes & Fire Safety
- **Douglas Boyd**, Safety & Regulation
- **Shellene Boyd**, Safety & Regulation



Above, Lisa Webb Sharpe, Gov. Granholm's Director of Public Policy, at the house dedication as First Gentleman Daniel G. Mulhern and team leader Vic Fasolino look on. At right, "Governor's State of Michigan House" built by 120 state employees is complete.



Above and at left, Team Leader Vic Fasolino provides instruction to State of Michigan employee volunteers.



Above, Rick Pennings of MSHDA checks out the home's interior. At right, finishing touches are put on the new Detroit home for Winifred Jones and his three children.



"Creating Cool" Conference Features Author Richard Florida on Dec. 11 in Lansing

Governor Jennifer M. Granholm announced that Dr. Richard Florida, author of *The Rise of the Creative Class and How It's Transforming Work, Leisure, Community and Everyday Life*, will be the featured speaker at a one-day conference entitled: Creating Cool: Linking Culture, Community and the Economy.

"The marriage of the arts and culture with economic development is a key factor in revitalizing cities," Governor Granholm said. "This event is part of the dialogue I want to have with Michigan communities about how we create cool cities that have hot jobs and economic opportunities for younger workers. Those workers are critical to our state's future economic security."

The "Creating Cool" conference will be held on Thursday, December 11, 2003 at the Lansing Center in Lansing. The conference is designed to bring together cultural, economic development, civic, and government leaders seeking creative solutions to community challenges. It is being hosted by the Michigan Council for Arts and Cultural Affairs, the Michigan Department of Consumer and Industry Services (CIS) and the Governor's office.

"Arts and cultural organizations play such a vital role in the well-being of their communities that this is event is a key component to state efforts to attract and

retain a creative class of workers," said Dr. William Anderson, Director of the Department of History, Arts and Libraries which houses the Arts Council. "We want to ensure that arts and cultural representatives are at the table as community leaders envision their communities' future development."

The first such gathering of its kind, this event is part of the Governor's "cool cities" initiative.

Granholm will open the conference with introductory remarks. Other speakers will include Dr. William Anderson, Director of the Department of History, Arts and Libraries, and David Hollister, Director of the Department of Consumer and Industry Services.

"Participants will be able to take advantage of presentations that showcase how arts and culture can be used creatively to stimulate and enhance economic development at the local level," said CIS Director David C. Hollister. "I often refer to Dr. Florida's work

when I speak to communities about urban revitalization and consider his participation in our con-



creating COOL

linking culture, community, and the economy

A dynamic conference for cultural, economic development, civic, and government leaders seeking creative solutions to community challenges

Featuring **RICHARD FLORIDA**, author of the best-selling book, *The Rise of the Creative Class and How it's Transforming Work, Leisure, Community and Everyday Life*

Thursday, December 11, 2003
8:30 AM - 4:30 PM
Lansing Center, Lansing

www.michigan.gov/hal

ference a real coup for the people of Michigan."

Teams of individuals from local communities are encouraged to attend. Registration for teams of four or more attending together from a community are \$50 per person on or before November 21st and \$65 per person thereafter. The registration fees for individuals is \$70 per person on or before November 21st and \$85 thereafter. For information, call Get Real! Communications at 734/669-4360.



Across CIS

CIS Halloween Fun

The CIS Fun Committee sponsored Trick or Treating and Cider & Donuts on Halloween. At right, entries in the Costume Contest included MSU, UM, & Red Wing fans; a doctor, 50s guy/girl and more.



At left, costume contest winners Carlos Jaramillo (Finance & Administration), Karen Madill (Health Services), Karen Eirosius (Finance & Administration), Leanne Parks (Finance & Administration), Nancy Benjamin (Media Relations & Communications).



Human Resources

Forms Need to Be Updated for Supplemental Employment

Civil Service rules provide for annual review of all employee supplemental employment situations and disclosures of interest.

Supplemental employment means employment, including self-employment, outside the classified service with any business or entity.

In addition, all employees are required to declare any supplemental employment or disclosure of Interest on forms provided in the hire kits at time of hire. Please make sure that any current forms on file are updated or any new circumstances disclosed with the appropriate forms completed and sent to OHR.

You can see Supplemental Employment and Conflict of Interest information on the Civil Service Rules web page: http://www.michigan.gov/mdcs/0,1607,7-147-6877_8155-74279--,00.html#s

If you have any questions or concerns regarding potential conflicts with employment or interests please contact your Bureau's OHR Personnel Specialist to discuss the situations.

Performance Evaluation Cycle Moving to Dec. 31 for All Employees

The department will move to a common performance evaluation cycle for ALL employees. The current performance evaluation period will end on Dec. 31, 2003 and all completed evaluations are due to the Office of Human Resources no later than January 31, 2004. The current evaluation periods are adjusted as follows: Group I and Group II employees February 1, 2003 to December 31, 2003. Group III and Group IV employees March 1, 2003 to December 31, 2003. Human Resources will schedule a meeting with Personnel Liaisons to discuss the future evaluations. At that time, there will be details on next year's process and the steps necessary to move to the HRMN On-Line performance evaluations in 2005.



CIS Family Proud to Include Dad of Heroic 20-Year-Old

Eli Robbins of the Bureau of Workers' & Unemployment Compensation Warehouse Publishing and Distribution is the father of one of the three young Detroit men, who received national attention for risking their lives to save a stranger. When asked why they did it, the men said "If that was your father, wouldn't you want someone to help?" which is a testament to the parental role models these heroes had growing up.

A Detroit Free Press editorial stated, "There was no crowd Tuesday night to inspire the heroics of Cedric Redus, Latoris Shepherd and Michael Travis. But the three 20-year-olds didn't wait for one. They jumped from their car, scaled a fence and pulled a badly injured truck driver away from his burning gasoline tanker on I-75 in southwest Detroit. The trio then had to lift the injured man over the fence and out of harm's way, escaping moments before the rig exploded into a fireball."



Eli Robbins from the Bureau of Workers' & Unemployment Compensation Warehouse Publishing and Distribution staff with his son Latoris Shepherd (In the Detroit Jersey) and one of the other heroes, Michael Travis..

Employer Filed Claims Program Wins National IT award

The Employer Filed Claims (EFC) program, within the Bureau of Workers' and Unemployment Compensation, has won an information technology award from the National Association of State Chief Information Officers (NASCIO). The program was nominated by the Department of Information Technology.

The program earned the award for Outstanding Achievement in the Field of Information Technology in the category of Digital Government - Government to Business. The award is among several of the organization's Recognition Awards for 2003, which are given annually to states that have implemented programs that have made important contributions to the operation of state government. The EFC program was among 10 winners selected from 128 nominations submitted by 33 states.

EFC allows employers to electronically submit unemployment claims on behalf of their laid-off workers. Five of Michigan's major employers are participating in the program - General Motors, Ford Motor Co., DaimlerChrysler, Visteon and Delphi. Next year, the program intends to expand by including other large employers. The EFC program reduces workload and costs for businesses, as they no longer need to submit verifying information on paper for every claim filed. The program also significantly reduces turn-around time, allowing workers to collect their unemployment checks faster and without having to visit a local BWUC office. In addition, the bureau saves by reducing paperwork and staff costs while speeding-up delivery of services. In fact, over 125,000 face-to-face intake interviews and paper forms were eliminated by having companies submit claims electronically for their employees.

Bureau of Workers' & Unemployment Compensation Saves Dollars Through Recycling: The Bureau of Workers' & Unemployment Compensation recently switched to recycling non-confidential documents, which is expected to save the state \$60,000 a year! Previously the bureau was paying \$250 a skid for materials to be destroyed, but is now receiving money for the same materials picked up by a recycling firm. Employees are now sorting documentation so that non-confidential materials can be recycled at a significant cost savings.



Gov. Granholm Visits Michigan Works! Center for TEUC-X

Gov. Jennifer Granholm recently visited the Michigan Works! Southgate Service Center to mark the start of additional federal jobless benefit payments to long-term unemployed Michigan workers.

The payment of the second tier of federal Temporary Extended Unemployment Compensation (TEUC-X) was made possible in Michigan when the state legislature overwhelmingly approved the governor's plan for making a temporary change in the state's unemployment insurance (UI) law.

The change, which sunsets on December 27, 2003, authorizes Michigan to pay up to 13 weeks of TEUC-X benefits and up to 13 weeks of combined federal-state Extended Benefits to many of the state's long-term unemployed.

"These funds will extend unemployment benefits for our workers who are having difficulty finding a job during these tough economic times," Gov. Granholm said.

It is expected that some 53,000 jobless Michigan workers will draw about \$206 million in additional jobless benefits through the two programs.

Saying it was real team effort, CIS Deputy Director David Plawecki credited the hard work and talents of staff throughout the UI program for successfully launching the TEUC-X and EB programs.

Below, three jobless workers who were among the first to receive TEUC-X benefits stand with Gov. Granholm, Rep. Barbara Farrah (D-Southgate) and Deputy Director Plawecki. Rep. Farrah co-sponsored the legislation that authorized TEUC-X and EB to be paid in Michigan.



Gov. Granholm listens as CIS Deputy Director Dave Plawecki talks about the Bureau's efforts to launch the TEUC-X and EB programs.



Gov. Granholm with some of the many BWUC-UI staff that worked on the extended benefits project. They are: (l-r) Sandy Damesworth, director UI Benefit Services; Annie Pullins, supervisor, TRA/TEUC office; and Neil Zechman, chief, Administrative Law and Rules Section.



The Governor and Deputy Director Plawecki stand with more UI staff, who were involved in the extended benefits project. They are: (l-r) Carol Robinson, UI analyst, UI Benefit Procedures; Clay Tierney, manager, UI Benefit Systems Control; and Shaun Thomas, manager, UI Benefit Procedures.



Bureau of Hearings

Detroit Hearing Room Named in Honor of ALJ Foster

The Bureau of Hearings named one of its hearing rooms in recognition of retired Judge Andrew W. Foster Jr. of Detroit for his 28 years of service as an administrative law judge for the State of Michigan. Judge Foster began his career with the State of Michigan as an administrative law judge in the Bureau of Workers' Disability Compensation in 1974 and retired as an ALJ in the Bureau of Hearings in 2002. The Bureau of Hearings recently placed a plaque in its Detroit office naming Hearing Room #2, the room in which Andy presided, as the 'Andrew W. Foster, Jr. Hearing Room.'

"Andy was an extremely capable, affable, and dedicated administrative law judge, not to mention an incredible asset to the Detroit community and State of Michigan," CIS Bureau of Hearings Director Mike Zimmer said. "Although Andy isn't at work to brighten staff member's lives on a daily basis, he continues to be a part of our team. Andy's room serves as a reminder for our staff to put integrity and fairness first when serving the citizens just as he did for the past 28 years."

Foster was born in Philadelphia, Pennsylvania and is a 1951 graduate of Howard University and a 1956 graduate of the University of Detroit Mercy Law School. He served as 1st Lt. United States Air Force in Korea from 1951-1953.



Bureau of Commercial Services

Diane Kalisz of Commercial Services Crowned as the "Queen of Renewals"



Renewals at BCS are always stressful. Phone calls and applications pile up along with the normal applications that staff process. An administrator in the Licensing Division found a unique way to reward one of his staff for her outstanding effort with renewals of Cosmetology and Barber licenses. Joe Campbell dubbed Diane Kalisz as the Queen of Renewals, and presented her with a beautiful tiara to confirm her reign. She was also presented with a certificate, an excerpt of which appears below. Way to go, Queen Diane!

For her outstanding work and contribution to the goals of the Division, by the powers vested in me I hereby declare Diane Kalisz as QUEEN of RENEWALS.

As a symbol of her reign, Queen Kalisz is rewarded an original Tierra designed by JEC Jewels of Okemos.

Seriously, your conscientiousness, selflessness, and diligence are deeply appreciated.



Uniform for BCS Employees?

Michelle Stevens, Peggy Waugh and Belinda Wright were seen on August 21, 2003, wearing very similar outfits.

"I see you got the same memo," Peggy was heard to say to her colleagues.



Bureau of Safety & Regulation

BSR Presents Awards to Their Employees

Ray Bogle – GISHD

Galeeta Galusha-Antees

“Excellence in Service” Award

■ **William Griffie, Jr., CET**
Allan W. Harvie Meritorious Service Award

■ **Chris Morano, GISHD**
William H. Sebring Meritorious Service Award

■ **Sundari Murthy**
Herbert C. Austin Director’s Discretionary Award

■ **Lisa VanSteeleand**
Bernie Bloomfield Meritorious Service Award

Thank you too all who took time to nominate colleagues and to those who served on the selection committee.

CIS Presents Pall Life Sciences with Award for Outstanding Safety and Health Record

Pall Life Sciences of Ann Arbor received the Consultation Education and Training Bronze Award for an outstanding safety and health record from CIS.

The CET Bronze Award recognizes leadership and commitment to workplace safety and health resulting in significant improvement of their Michigan Occupational Safety and Health Act (MIOSHA) record.

Some of their key safety accomplishments over the past three years include:

- 50 percent reduction in recordable injuries,
- 92 percent reduction in total lost work days due to injury, and
- 74 percent reduction in restricted work days due to injury.

One program that has helped increase their safety awareness is an internal auditing program. Pall Corporation has 14 other U.S. manufacturing sites. Health and safety professionals from each of these sites visit other Pall facilities once a year to do a wall-to-wall safety compliance audit. This beneficial program allows Pall's safety staff to learn from safety professionals from other facilities. This internal Pall safety network addresses many safety issues that may be shared by more than one site.

Pall Life Sciences, a division of Pall Corporation, develops and manufactures filtration and separations products used in laboratory research, healthcare, diagnostic tests, and industrial applications. They employ 500 workers, and operate three manufacturing shifts.



Bureau of Health Services

Applications Available Online to Help Address Nursing Shortage

Nursing applications are now available via the Internet on the CIS website.

Nursing is the largest medical occupation in the state with CIS currently licensing 114,123 RNs, 4,648 Nurse Specialists, and 27,319 LPNs. However, nurses continue to be in high demand in hospitals, care facilities and medical offices across the state.

CIS has undertaken several efforts in recent years to address the nursing shortage including a groundbreaking nursing workforce study that documents nurse staffing challenges in Michigan, Board of Nursing-endorsed and funded nurse scholarships, and providing funding for two integrated web-based systems (<http://www.nurseicon.org> and <http://www.mihott.com>) that help promote nursing and health careers.

Other licensed professionals will soon be able to access their respective applications in the near future. Social Work, Medicine, and Physical Therapy applications were also recently added and the other health professionals will be posted in the weeks ahead. The licensed health professions can be viewed by visiting <http://www.michigan.gov/healthlicense>.



Public Service Commission

MPSC Kicks Off Be WinterWise Campaign to Alert Public to Higher Natural Gas Prices & Provides Tips to Lower Bills

The Michigan Public Service Commission (MPSC) held the kickoff of its “Be WinterWise” campaign on Oct. 29 to highlight the increase in natural gas prices, what customers can do to lower their bills, and financial assistance available to those who qualify.

The WinterWise campaign is designed to do three things:

- increase public awareness about higher prices;
- provide practical suggestions on how to reduce bills;
- and publicize the financial assistance programs.

“You’d be surprised what a tremendous difference dialing down and a little weather-stripping can make,” said MPSC Chair J. Peter Lark.

Lark highlighted the following tips to reduce heating bills:

- ☐ Lower thermostats or install a programmable thermostat that automatically lowers temperatures at night and when no one is home;
- ☐ clean or replace furnace filters;
- ☐ caulk and weather-strip around doors and windows; and
- ☐ add insulation to attics and walls.

Recognizing that low-income people may need financial assistance paying their natural gas bills, Lark emphasized that the following programs exist:

- ☐ Utilities have budget payment plans.
- ☐ Winter protection plans, created by the MPSC and administered by utilities, are available for senior citizens aged 65 and older, people receiving assistance from the Family Independence Agency or people with incomes below 150 percent of the poverty level.

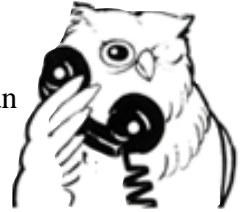
The Michigan Home Heating Credit from the Michigan Department of Treasury. Forms will be available online on Jan. 2, 2004 and at

<http://www.michigan.gov/treasury> and in public offices after Feb. 1, 2004.

Local Family Independence Agency offices administer a State Emergency Relief Program and The Internal Revenue Service offers an Earned Income Credit on federal tax forms.

The MPSC offers low-income and energy efficiency grants to agencies that offer help with heating bills to those who qualify. At its Commission meeting today, the MPSC authorized \$13 million in grants to four organizations for low-income energy assistance.

For more on natural gas prices and conservation tips, people should visit the MPSC Web site at <http://www.michigan.gov/bewinterwise>.



MPSC Approves \$13 Million in Low-Income Energy Assistance Grants

The Michigan Public Service Commission issued an order on Oct. 29th awarding \$13 million in grants to four organizations from the Low-Income and Energy Efficiency Fund.

“I have heard first-hand from people who have received help from these grants, and I know these funds make a real difference for people who need help keeping the heat on during the frigid winter months,” noted J. Peter Lark, MPSC Chair. “By acting now, these funds will get to the people who need help the most just as we enter the heating months.”

MPSC order approved the following grants:

\$7.5 million to the Family Independence Agency;

\$2 million to the Salvation Army;

\$3 million to The Heat and Warmth Fund (THAW) Safety Net Program; and

\$0.5 million to Newaygo County to assist clients in a 10-county area ineligible for the State Emergency Relief program or for whom such assistance is insufficient or would not be available in time to avert an emergency.



Grandville Public School Adds Two ENERGY STAR Buildings

Grandville Public Schools received the ENERGY STAR Building Label for two additional buildings, Central Elementary and West Elementary. The district now has a total of three high-energy efficiency schools!

An Environmental Protection Agency (EPA) representative presented the ENERGY STAR awards at a recognition event for Grandville Public Schools. Brandy Minikey, Energy Office Engineer, explained how the State of Michigan assisted with the process.

"Grandville Public Schools has achieved a high standard of energy efficiency in their schools and become only the second district in the state to reach this goal," said Gov. Jennifer Granholm said. "Grandville community members can be proud that their school district is making such an effort to spend their budget dollars wisely. I encourage other school districts to follow Grandville Public Schools lead and work toward reaching ENERGY STAR status so that money realized from energy savings can be reallocated to other educational needs."

The ENERGY STAR Building Label is awarded to buildings that exhibit high-energy efficiency without sacrificing occupant safety and comfort. Labeled buildings receive national recognition for their energy performance. Central and West Elementaries will receive a bronze plaque from the U.S. Department of Energy (DOE) and the Environmental Protection Agency (EPA) to mount in the building entrance visible to occupants, visitors and community members. Wyandotte is the only other school district in Michigan that has achieved this standard.

Grandville Public Schools has been working with their staff, students, architects and local contractors to keep their buildings operating safely, comfortably and efficiently. They are constantly looking for ways to improve their buildings and reduce operating costs.

"School districts that are continually striving for higher energy efficiency and building improvements provide better learning and working environments," said CIS Director David C. Hollister.



Showing off the Grandville Public Schools ENERGY STAR award are: Jack Timmer, Director of Building Operations for Grandville; Audrie Washington, Energy Star Program Manager for U.S. EPA; Brandy Minikey, Michigan Energy Office Engineer; and Ron Caniff, Grandville Superintendent of Schools.

ENERGY STAR is a voluntary partnership between government, business and individuals united to protect our environment for future generations by implementing energy-efficient practices today. The DOE and the EPA jointly sponsor the ENERGY STAR program. Last year alone, ENERGY STAR helped businesses and consumers save more than \$5 billion in energy costs while reducing greenhouse gas emissions equivalent to those generated by 10 million cars. The CIS Energy Office promotes energy efficiency and renewable energy to Michigan's residents, businesses and public institutions. The Energy Office currently offers an incentive to encourage Michigan school districts and municipalities to benchmark their buildings and apply for the ENERGY STAR Label. Grandville Public Schools was the first district to apply and receive this incentive.

Information on ENERGY STAR is also available at: <http://www.energystar.gov>. Information on incentives and other Energy Office programs is available at: <http://www.michigan.gov/energyoffice>.



Energy Office

Energy Performance Contract Produces Cost Savings of Nearly \$1 Million at Military & Veterans Affairs

The CIS Energy Office has assisted the Department of Military & Veterans Affairs (DMVA) with reducing its energy bills by \$956,862 to date from energy upgrades.

The energy upgrades were financed and installed from an innovative, but proven, approach called energy performance contracting. The Energy Office provided assistance in the contracting and monitoring process.

DMVA contracted with Honeywell, Inc. in 1998 to provide energy efficiency upgrades and services at eight of their facilities, including several armories, through an energy performance contract. Dollars that would otherwise have gone to pay utility bills were invested in the DMVA project to generate energy cost savings during the first three years of a 10-year contract. Efficiency improvements included an upgrade to the heating, ventilation, air conditioning and lighting systems along with the new temperature controls and building envelope improvements.

The State of Michigan has implemented energy performance contracts for several of its departments including Corrections, Community Health and Management & Budget.

"The State of Michigan has implemented nine energy performance contracts since 1991," said CIS Director David Hollister. "Over the term of these contracts, the state expects to save more than \$21.2 million in energy costs."



Broadband Development Authority

Broadband Authority Loan Expanding Service

Battle Creek, Kalamazoo, Jackson, Eaton Rapids, Lansing, Howell, Brighton & Birmingham

The Michigan Broadband Development Authority (MBDA) announced it has closed on a \$510,204 loan to PCS Broadband, LLC (a fixed wireless broadband Internet service provider based in Jackson, Michigan) to expand its operations in several Michigan cities.

The MBDA's loan will help PCS build the necessary infrastructure to offer their broadband service in the cities of Battle Creek, Birmingham, Brighton, Eaton Rapids, Fenton, Howell, Jackson, Kalamazoo and Lansing. PCS Broadband currently provides high-speed Internet service in Ann Arbor, Detroit, Dexter, Farmington, Livonia, Southfield and Wixom. PCS Broadband specializes in service to small and medium-sized businesses in areas where incumbent cable and/or DSL coverage is weak or non-existent.

According to Michigan Department of

Consumer & Industry Services Director David C. Hollister, high-speed Internet access is a necessity, not a luxury. "Small and medium-sized businesses are the lifeblood of our state's economic engine and we must do all we can to retain these enterprises and help them grow. This investment will help provide a key resource to such businesses in these cities," said Hollister.

James Butler, Vice President of the MBDA, stressed the importance of making financing available to Michigan entrepreneurs like those heading up PCS. "We remain focused on providing funding opportunities for companies that might otherwise find difficulty in securing loans for this purpose. The traditional telecommunications industry is still rebounding from the downturn in the national economy and it is small providers like PCS that are going to lead the expansion of service to all parts of our state."



Roger Little Elected Chairman of National Credit Union Group

Roger Little, Deputy Commissioner of the Credit Union Division in Michigan, was elected Chairman of National Association of State Credit Union Supervisors (NASCUS) at the group's Annual Conference on Sept. 8 in Vail, CO.

Accepting his new office, NASCUS Chairman Little stressed the need for all elements of the credit union community to work together to meet the legislative, regulatory, and marketplace challenges that state credit union supervisors and state-chartered credit unions will face in the year ahead.

Little said "Regulator and regulated sometimes have differing views, but we clearly share a common goal - maintaining a safe and sound credit union system able to respond effectively to market realities. NASCUS understands that strong examination and supervision programs, together with empowerment for state credit unions, are essential elements of a strong chartering system."

Little gave NASCUS priorities for the future

as:

- Taxation - NASCUS is an integral part of the leadership of a new, movement-wide coalition to combat the UBIT threat.

- Capital reform - progressive state approaches to alternative forms of capital should be the starting point for developing additional capital options for all credit unions.

- NCUA/NCUSIF Administration - NASCUS will continue to press for representation of the state regulatory system on the NCUA Board and for the organizational separation of insurance and supervision functions within NCUA.
- Preservation of state regulatory authority.
- Examiner education and accreditation.



Roger Little
NASCUS Chair



Laber Named New Acting Executive Director for MSHDA

Rick Laber received the nod from Authority board members to become the acting executive director of the Michigan State Housing Development Authority (MSHDA). MSHDA is under the umbrella of CIS and as a quasi-public agency, has invested more than \$4 billion in housing for Michigan's low- and moderate-income renters, homebuyers and homeowners through the sale of bonds to private investors.

Laber, previously director of MSHDA's Finance Division, replaces James L. Logue III who left to pursue other career interests after serving as executive director for nearly 12 years.

Laber joined the Authority in May 2001, as the Director of Finance, responsible for MSHDA's accounting, finance, auditing, budget, and mortgage service functions. Since the beginning of the year, Laber also directed the Office of Single Family, including loan origination oversight, underwriting activities, purchasing and homeownership counseling, and the administration of the single-family mortgage credit certificate program.

Prior to Laber's arrival at the Authority, he was chief financial officer of Security Savings Bank, FSB, Community First Bank and eZ Bancorp, Inc. from 1992 through 2001. He also served on several boards of organizations and is currently an at-large member of the board of directors of the State Employees Credit Union. Laber is a native of Michigan, graduated from Central Michigan University in Mt. Pleasant, and lives in Grand Ledge with his wife Brenda and has two children.



Rick Laber



Bureau of Health Systems

Consumers Can Now File Nursing Home and Health Facility Complaints Via the Internet

Citizens can now use the Internet to file complaints against nursing homes, hospitals and other health facilities regulated by the Bureau of Health Systems.

Anyone who wishes to file a complaint with the State of Michigan can file on-line by accessing the CIS website at <http://www.michigan.gov/bhs> and clicking on the quick link for "BHS Health Facility On-line Complaint Form" or clicking on the BHS on-line complaint in the "What's New" section. The direct link is <http://www.cis.state.mi.us/fhs/complaints/onlineform.htm>. For those who don't wish to submit their complaint online, they can print off the form from the website and submit it via mail or fax.

The Bureau of Health Systems Complaint Investigation Unit receives and processes consumer complaints against nursing homes, home health agencies, hospices, hospitals, freestanding surgical units, ambulatory surgical units, and end-stage renal dialysis centers.

"Nursing home residents or family members who have an immediate or urgent concern with a nursing home may wish to contact the facility directly first before filing via the Internet to see if the issue can be resolved as soon as possible. All nursing homes are required by law to post contact information for an individual on site who is responsible for receiving complaints and conducting complaint investigations around the clock," CIS Director David Hollister said.

Hollister added that the Bureau of Health Systems updated its health facility complaint forms to make it easier for citizens to complete. Copies of the revised complaint forms and brochure will be distributed to nursing homes and other health care facilities for placement in those facilities for public use. These improvements comply with the requirement of PA 3 of 2003.

Health Systems Loses Co-Worker/Friend Carolyn Connelly

The Bureau of Health Systems recently lost a dedicated and respected co-worker and most importantly, a dear friend, Carolyn Connelly.

Connelly was division chief of the Bureau of Health Systems, Division of Licensing and Certification, Hospital and Specialized Health Service Section in Detroit. She passed away September 5 as the result of complications from Lupus. Connelly was described as "a second mother" by her peers since she was always putting others before herself and taking them under her wing to provide guidance and leadership. She worked for the State of Michigan for 18 years and 10 months and had a master's of science in nursing from Wayne State University.

In a letter to Carolyn's husband, Carlton, Director Hollister wrote, "Carolyn's sudden death has created a huge void in our workplace and in our hearts that only time and Carolyn's remembrance will help heal. One of Carolyn's peers described her as a "gift from God to us" - and we are thankful that we had the time we did to share this gift."

Donations can be made to the Lupus Alliance, 3871 Harlem Road, Cheektowaga, New York 14215 or call 1-800-300-4198 in memory of Carolyn T. Connelly.



*In memory of
Carolyn Connelly
Nov. 3, 1944-
Sept 5, 2003*



MEDC Announces New President/CEO Donald E. Jakeway

A nationwide search conducted by the MEDC Executive Committee culminated in the selection of Donald E. Jakeway as the new president and CEO of the Michigan Economic Development Corporation. MEDC Board Chairman Matt Cullen was joined by Governor Granholm and Michigan Consumer and Industry Services



Director David Hollister in introducing Jakeway at an announcement event last week. Jakeway has more than 30 years of economic development experience at both the state and community levels. For the past six years he has been president and CEO of the Regional Growth Partnership, based in Toledo, Ohio. This private/public nonprofit development corporation is dedicated to fostering economic development and technology enhancement opportunities in the 11 northwest Ohio counties. Before heading the Growth Partnership, Jakeway served for seven years as director of the Ohio Department of Development. Under Jakeway's leadership the department was named twice as one of the top 10 development agencies in the world and the state was ranked the top state in the nation for new business expansions three years in a row, both by Site Selection magazine. Jakeway began his new role with the MEDC on October 13.



Director David Hollister speaks at the Commercialization Success Celebration. At right, is Dr. Irvin D. Reid, MEDC Executive Committee member, Wayne State University president and chairman of the Presidents Council, State Universities of Michigan.

Commercialization Success Celebrated

Michigan Economic Development Corporation officials honored several organizations and individuals at the Sept. 24 Michigan Investment and Commercialization Success Celebration held at the Capitol Rotunda in Lansing.

Dr. Irvin D. Reid, MEDC Executive Committee member and Wayne State University president, distributed a total of 10 awards for excellence in commercialization in the fields of life sciences, advanced automotive technology, alternative energy, small tech, venture capital, angel investing and university and private sector partnerships.

Special recognition was given to Western Michigan University and Southwest Michigan First for their roles in retaining workers in the aftermath of Pfizer's acquisition of Pharmacia.

Did you know 17 Michigan companies made the 2003 Inc. 500 list of fastest growing small companies, compiled each year by Inc. magazine? Four of the winners hail from the Michigan technology community. The top Michigan company was Southfield-based Human Capital, a human resources company. Michigan ranked No. 11 overall.



Department of Career Development

Celebrating Accomplishments of Small Business Owners with Disabilities

The accomplishments of small business owners with disabilities and the human service professionals who support their endeavors were recognized at the Small Business Awards Banquet held recently at the Sheraton Lansing Hotel. This is the second year Michigan Rehabilitation Services (MRS) has sponsored the event. This year's co-sponsors were Merrill Lynch - Smith Stiles and Landolt Group, SHANTI, Inc., and Mahjoory & Associates. **Lisa Crain**, owner and manager of Crain's Diversified Services in Saginaw, was named Small Business Owner of the Year. She started her transcription and invoicing business with the help of MRS three years ago and has since hired others with disabilities who work from their homes. "I knew there had to be others in the same or similar situations and I wanted to help them feel like a valuable member of the workforce again," Crain said. Also honored were:



Bob Johnson of the CIS Executive Office speaks at the Small Business Awards Banquet held to recognize small business owners with disabilities.

- **Michael Vuillemot**, associate director of the LaBelle Entrepreneurial Center at Central Michigan University, recipient of the Small Business Resource Award
- **Holly LaBelle**, rehabilitation assistant at the Mt. Pleasant office of MRS, recipient of the Small Business Service Award
- **Brenda Scharrer**, counselor at the Port Huron office of Michigan Rehabilitation Services, recipient of the Small Business Champion of the Year Award
- **RoseAnne Foley** of Traverse City, author and small business consultant, recipient of the Heidi Van Arnem Small Business Development Lifetime Achievement Award
- **SHANTI, Inc.**, of East Lansing, recipient of the Small Business Sponsorship Award

■ **Robert E. Davis** of Grand Ledge, recently retired state director of MRS, recipient of a special Small Business Recognition Award

250 New Jobs Made Available to Benton Harbor Youth

Through collaboration between state departments, Michigan created 250 job opportunities for youth in Benton Harbor this past summer. The jobs were targeted at youth ages 14 to 21 - the segment of the Benton Harbor community with the highest unemployment rate. The jobs were supported through existing funds from the Departments of Career Development and Transportation (MDOT). Fifty jobs were in MDOT's Youth Corps program and offered local youth the opportunity to work alongside MDOT cleanup crews and "job shadow" MDOT employees. A total of \$499,000 in existing youth job development funds will be directed to the program. The jobs were administered by Benton Harbor Youth Works, a local collaborative initiative which brings various community organizations together to focus on youth employment.

Commission on Spanish-Speaking Affairs Celebrates Hispanic Heritage Month: The Commission on Spanish-Speaking Affairs celebrated Hispanic Heritage Month (HHM) recently from September 15 through October 15. The Commission co-sponsored a HHM event with the Michigan Hispanic Caucus for a day filled with activities at the State Capitol on October 1.

Palmer Speaks at Conference

John Palmer, Deputy Director of Workforce Programs, spoke at the National Association of State Work Force Agencies (NASWA's) annual conference. John presented two workshops during the conference:

- Adjustment of Workforce System Performance Measurers to ensure Universal Access and Fairness. (John was instrumental in securing a \$500,000 grant for a Michigan led project entitled Workforce Investment System Goal Setting and Performance Adjustment.)
- Employment Service funding using Federal Reed Act Funds.



Department of Career Development

Job Force Board's Healthcare Roundtable Gets Statewide Attention

The group, consisting of private business leaders, health care leaders and workforce, community and economic development leaders, which was originally formed to resolve the healthcare workforce shortage in the Central Upper Peninsula, has formed partnerships expanding to the rest of the Upper Peninsula. The Michigan Health & Hospital Association has contacted the Job Force Board with an interest in expanding the initiative throughout the state of Michigan.

Originally, the Healthcare Roundtable was developed due to local concern about the healthcare workforce shortage in the Upper Peninsula. This shortage prompted Michigan Works! The Job Force Board to develop the Healthcare Roundtable as a broad based partnership among a variety of healthcare providers and educators to research the healthcare workforce shortage and its implications on Upper Peninsula Healthcare providers.

Prior to the inception of the Roundtable, The Job Force Board completed an environmental scan to measure these pressures in our area. Data obtained in this scan revealed declining student enrollments in our region's school districts, an aging workforce, and a migration of youth from ages 19-27 out of the Upper Peninsula. At a time when the entire Nation is experiencing a shortage of healthcare professionals, the situation in the Upper Peninsula can potentially be even worse due to declining number in our younger workforce.



These are not short-term or cyclical problems as the Upper Peninsula faces an aging, retiring workforce; fewer young people are choosing healthcare careers and health occupations in our area. In the past, there have been temporary or short-term shortages of healthcare professionals that were addressed by employing flextime, higher wages, bonuses, increasing immigration and scholarships. However, these solutions will not provide the long-term solutions needed at this juncture.

The need for healthcare employees continues to grow for a variety of reasons, including the noted changing demographics. However, the quality of the healthcare careers also continues to grow. Of the top 20 jobs projected for the year 2010, ten are in health care. To fill the shortage of healthcare professionals, and to communicate the vast benefit of these professions to individuals looking into career choices, The Job Force Board's Healthcare Round Table is in the process of developing long-term solutions.

The Healthcare Roundtable's primary goal is to have less than a 5% vacancy rate in health care occupations in the Upper Peninsula by the Year 2005.

But the lack of healthcare workers is not unique to the Upper Peninsula. Upon hearing of the Job Force Board's initiative, the Michigan Health & Hospital Association in Lansing was interested in becoming involved. It is the goal of the Michigan Health & Hospital Association to expand the Job Force Board's Healthcare Roundtable to each Michigan Works! area throughout the state. In the creation of the Healthcare Roundtable, Michigan Works! The Job Force Board has once again shown its commitment to the continuous quality improvement of our area and has also shown its groundbreaking and success oriented attitude toward workforce development. The Healthcare Roundtable is in the forefront of our state and shows that the Upper Peninsula is rich in hard-working, energetic individuals who openly lead the business and workforce development effort on a much larger scale than just in the UP. About Michigan Works

MichiganWorks! The Job Force Board is a public/private partnership providing human resource management and capacity building assistance to the local business community. Our customers are both business and jobseekers. Our focus is on Community Development, Workforce Development, Economic Development and on finding and training a qualified workforce for our area businesses.

For more information on Michigan Works! or this article, please call Joe Esbrook, Director of Business Development at 906-228-3075, ext. 221 or by email at jesbrook@jobforce.org.



CIS Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send CIS Salutes news to: **Lori Donlan - ldonla@michigan.gov.**

OFIS Bank Examiner Graduates with Honors

Congratulations to **Tom Battle**, a senior bank examiner with OFIS, who this year was graduated with honors from The Colorado School of Banking at the University of Colorado in Boulder. Tom's bank simulation team also took first place. Nice going, Tom!

Bur. of Health Systems Preparing Food Baskets

Health Care Surveyor **Juanita Hinton**, and the **Detroit Office of the Bureau of Health Systems** are preparing Thanksgiving food baskets for three seniors in the Detroit area. The BHS surveyors and support staff are responsible for the inspection of nursing homes, and are very aware of the emotional and financial strain placed upon many of Michigan's elderly as they struggle to remain independent as long as possible. Some of these hard-working seniors now have little or no support systems as they struggle with frail health, the rising costs of necessary medications and a continuously increasing cost of living that must be met with a fixed income. As we approach a holiday that celebrates a plentiful harvest, we would like to commend these BHS employees, who willingly share their harvest with some of those who worked hard to provide a plentiful today for Michigan. Your participation is

needed for the collection of non-perishable items to provide Thanksgiving Food Baskets. Monetary donations will be accepted for the purpose of purchasing a small turkey, ham or Cornish hens.

The food baskets will be given to the following Seniors who are:

1. White male, age 78, wheelchair-bound, has not been out of the house in 7 years, his glasses are being held together with scotch tape. He has no other living relatives, with a support system and is in desperate need of food items.
2. Black male age 72, who has a reoccurrence of Cancer, high co-pays for medicine, limited income, and has a limited support system
3. Black female, age 81, limited income, and has no other living relatives. Cancer is in remission and has a limited support system.

CIS Receives Several Thank Yous!

Thank You Bureau of Health Services! Some months back, **Herman Schmidt, M.D.**, a psychiatrist out of Battle Creek, came to Lansing to renew his expired controlled substance license. He was assisted by **Dirk Andersen** of the Bureau of Health Services Customer Support staff. Mr. Andersen was able to assist Dr. Schmidt, who subsequently in July sent Dirk a thank-you card, a book, and two, \$25.00 gift certificates to a local restaurant. Dr. Schmidt

was especially thankful that Dirk walked him through the process and that we were able to renew his controlled substance license so timely. Dirk brought those to a supervisor as he was aware of the state's policy regarding gifts. Although Dirk was unable to accept the gift certificates, we commend Dirk for a job well done and for the type of customer service often exhibited by state employees but not as often recognized. Great job Dirk!

Thank You Bureau of Commercial Services! **Paivi Beverly**, with the Real Estate Licensing Unit, received a grateful e-mail from **Kimberly Gilchrist**, Licensing Administrator for Real Estate One. She was attempting to get a license reactivated for one of their sales staff, and she said "I received 28 callsI attempted to explain my understandings of the procedures and it was not going well...Thank you very kindly for your assistance and your patience...I greatly appreciate your help."

Paivi's supervisor, **Ann Millben**, passed along another compliment for Paivi. A licensee called to check whether he had renewed, because he wasn't able to do it online. Paivi told him that certain information wasn't on file and that she could update it. He could try again in 24 hours. He thanked her, and commented that it was wonderful to speak to someone without getting transferred



around for an answer. He said keep up the good work.

-Curt Shafer, who spoke to her supervisor, **Jim Lotoszinski**, complimented **Joanne Kosloski** from the Corporation Division. He noted that Joanne had assisted him with his file and he wanted to pass on that she had provided him with exceptional service and was a true pleasure to deal with. "Thanks for the great work and extra effort you put forth," Mr. Lotoszinski said.

-**Linda Clewley**, from the Builder's Licensing Unit, received this note from a satisfied customer. "Thank you for your prompt response and all of the information. I appreciate it so much. It is nice to see such user-friendly service from our government offices!"

-**Alvina Richardson** was commended for the great customer service she provides in the Corporation Division recently. Cheryl Bixby, President of Michigan Runner Service commented, "It has been my pleasure to have been assisted via telephone for a number of years by Alvina when gathering information at the Corporations Division of the State of Michigan. Alvina has always provided resourceful information in a very professional, courteous and friendly manner. If further research or a correction was required, Alvina would always eagerly provide the appropriate assistance needed....Thank you."

-**Frances Cox**, also of the Corporation Division, was complimented in a letter to her supervisor, James Lotoszinski. "We want-

ed to let you know how pleased we were with the services rendered to us by your employee, Frances Cox. I called her this morning (7-10-03) and within 2 hours, she was able to find and resolve an issue that we have been going in circles with...since 2/2003...Our thanks to Frances for helping us, for her concern, and [the] efficient professional way she handled her job." The letter was signed by Ivory and Arnella Watkins of ImA Holdings, Inc.

-The National Council of Examiners for Engineering and Surveying was recently honored **Gloria Keene**, from the Licensing Division. She was presented with two certificates of appreciation for her voluntary services, one for serving on the Advisory Committee on Council Activities, and the other for serving on the Licensure Qualifications Oversight Group. Robert Krebs, President of the Council noted, "During my year as President, it has been my distinct honor and privilege to work with a number of extremely talented and dedicated people, like yourself. You have tackled some very important issues and have provided some significant contributions to the Council and to the regulation of the profession."

-**Linda Clewley**, Licensing Division, got her kudos in an e-mail from John Donahue, who was having trouble getting his builder's license. He said, "I appreciate your courteous attention to my problem; it has restored my faith in state government....Thank you for your dedicated civil service by

fielding my telephone call during your lunch period."

-Whitney Dingeman recently came in to pay and pick up a certification of her appraisers license. She told staff that **Virginia Abdo**, of the Licensing Division, is just "fabulous". She said Virginia was so considerate regarding the urgency of the certification and for that she wanted to give her a really big thank you! Plus, every time Ms. Dingeman has talked to Virginia in the past she has been not only great, but able to answer her questions, very knowledgeable, always pleasant and always able to help her. Great job, Virginia!

-Appreciation from Utah: Michael Suflita of the State of Utah, Division of Water Resources, commended **Jackie Jernigan**, Secretary for the Design Boards in the Licensing Division. He notes, "I'm in the process of re-applying for my Professional Engineer Registration in the State of Utah. "... I want to add it was quite pleasant talking with you. Your 'Customer Service' is excellent!"

-**Jennifer Pickard**, in the Licensing Division, Builder's Unit, received yet another letter from a satisfied customer. Braysley Famurewa wrote "Thank you very much for your assistance and excellent service. I very much appreciate your efficient and effective approach to service..."



Thank You Michigan Department of Career Development!

-Congratulations to Michigan Rehabilitation Services staffers **Holly LaBelle**, **Brenda Scharrer**, and **Susie Sedell**, who were among those honored at MRS's Second Annual Small Business Recognition Awards Banquet in Lansing. Holly, a rehabilitation assistant at the MRS Mt. Pleasant office, received the Small Business Service Award for her significant contributions over the past six years to the MRS Mid-Michigan District Business Services Team. Brenda, a counselor at the MRS Port Huron office, was the recipient of the Small Business Champion of the Year Award for the excellence with which she assisted a consumer in developing a business plan and exploring all aspects of his business idea, which included networking with resources to assist him in becoming self-employed. Susie a secretary in MRS's Central office, was presented with The Champion Award from her supervisor, Jim Bunton, as a token of his appreciation for the outstanding support she provided to Jim and others in planning the annual awards program.

-**Vicki Rafferty**, site manager of MRS's Battle Creek office, was honored recently by the state's Transition Services Project with a "You Make a Difference Award." Vicki's nomination letter said she "is an excellent model of a site

manager who supports the transition" of young people with disabilities, and that she "has taken the time to orient and train new staff to our effort."

-**Tammie Rousseau**, an analyst in the MRS Central Office, was complimented in this e-mail message from the supervisor of federal vocational rehabilitation reports in the U.S. Department of Education: "Thank you for your resubmission and response to the R911 feedback that we sent. I am particularly grateful for the way you responded to the reasonableness checks. It was effective and efficient for me. If you do not object, I'd like to use it as a model. As you know, FY 2002 follows a new data format, so we are all experiencing a steep learning curve. I commend you and your staff for your efforts to provide accurate and high quality data."

Thank You Bureau of Safety & Regulation!

-George Pushies wanted to commend Peer Support Group Liaison, Senior Safety Officer **Jim Zoccoli**, on his "promptness and his accommodating demeanor" when contacted regarding a fatal investigation. "He was exceptionally compassionate, understanding, and supportive."

-CET Consultant **Suellen Cook** received a thank-you note from Leonard J. Pavilanis Jr., Process/Quality Engineer for Woolf Aircraft Products Inc., for the CET services she has been pro-

viding to the firm for a number of years. Mrs. Cook has helped Woolf Aircraft improve its safety program considerably over the past years; through the various onsite training programs that she conducts stated Mr. Pavilanis. She is extremely professional and knowledgeable in this area. Good job Suellen!

-Robert Sherriff, president of Sherriff - Goslin Roofing Company, called to commend **Tony Allam** for his professionalism in a recent contact with the company. Mr. Sherriff explained that Tony's background in the roofing trade was very helpful to give perspective to their accident prevention program implementation and that Tony related his observations in an extraordinarily productive manner.

-**Kim Weaver**, Asbestos Program, OHD received the following e-mail from Stanley Madziar, Consumers Energy, about an Asbestos Trainers Symposium the bureau hosted on August 29: Thanks for your hard work on the symposium. All of us enjoyed it and felt it was really worthwhile. In fact, Bruce Jahn said it was the best he'd attended in the 20 years of working for Consumers. Thanks again.



CIS Staff Changes

BWUC Staff Changes

-Chris Peretto is the Bureau of Workers' & Unemployment Compensation's new UI Deputy Director for Customer Service. Chris directs all activities in the Customer Service Bureau, including administration, field operations and employer-related activities. He handles and directs all administrative functions related to the UI program's three call center operations.

-Sandy Damesworth is the new director of the UI Benefit Services Bureau. On the internal side, the bureau supports customer services, writes UI procedures, monitors the automated UI system, provides quality assurance, and establishes restitution and collection. The bureau offers services to external customers through its Advocacy program, claimant and employer customer service hotlines, quarterly wage information and statistical reports. It also coordinates activities with Michigan Works! Agencies.

-Jackie Steed is the new director of the Office of Tax and Trust Fund. Among her responsibilities, Jackie will manage and direct the UI Trust Fund financial system and the program's Tax Office, which collects unemployment taxes from Michigan employers and maintains their UI tax accounts. Employer Field Audit is also part of the office.

MDCD Staff Changes

-Sandra Peck, acting

director of Michigan Rehabilitation Services (MRS) Division I, has been named director of the division. In this position, Sandy is responsible for the administration of the state's vocational rehabilitation program in 46 counties as well as MRS's services to youth program, training and organizational development, and disability management.

-Bettie Shaw-Henderson, manager of MRS's Grand Rapids District Office, has been named director of Division III. Bettie is responsible for the administration of the state's vocational rehabilitation program in 21 Michigan counties, as well as MRS's services to business program, casework, and agency policy development.

-Connie Bretes, who has worked for the Michigan Rehabilitation Services division of MD CD for the past 13 years, has accepted a promotion to work as an analyst in the Administration and Finance of the Michigan Department of Transportation.

MIOSHA Staff Changes

-Kristie Pfeifer is a recent addition to the MIOSHA Information Division Technical & Administrative Support Unit, Enforcement Division.

The General Industry Safety Division welcomes two co-op students: **Steve Mitchner**, who is attending Grand Ledge High School and **Steven Lovell**, who is attending Maple Valley High School.

-Marsha Parrott-Boyle is

an Industrial Hygiene Manager. Marsha provides staff support and liaison assistance to all three standards commissions.

-John Peck officially assumed his role as the Chief of the Management and Technical Services Division. This division will have bureau-wide responsibilities for MIOSHA information, FOIA, information technology, IMIS, standards promulgation, laboratory and equipment services, budgets and expenditures.

-Michael Sharpe has accepted a Departmental Analyst position with the Technical Services Section, MTSD. Mike is responsible for implementation of the laboratory information management system, control of the section's policies and procedures, and research related to technology.

BCS Staff Changes

-Holly Caksackkar and **Sunshine Loucks** join the Consumer Services Section of the Corporations Division. **Stephanie Laney** has been promoted to Lead Worker in the customer service section.

-Pamela Mills is now the Secretary to Enforcement Director Archie Millben. She is from the Bureau of Health Services.

-Barbara Scott is the new Departmental Technician in the Enforcement Division.

-Jacqueline McCrumb is a new General Office Assistant for the Cosmetology/Barber/Appraiser Unit within the Licensing Division.